

02527 U.S. PTO
08/27/03

PATENT
Attorney's Docket No. COS-97-080C1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**REQUEST FOR FILING CONTINUATION/DIVISIONAL
APPLICATION UNDER 37 C.F.R. § 1.53(b)**

U.S. Patent and Trademark Office
2011 South Clark Place
Customer Window, Mail Stop Patent Application
Crystal Plaza Two, Lobby, Room 1B03
Arlington, Virginia 22202

17613 U.S. PTO
10/648427
08/27/03

Sir:

This is a request for filing a ☒ continuation ☐ divisional application under 37 C.F.R. § 1.53(b) of pending Application No. 09/417,327 filed on October 13, 1999, for CONTACT SERVER FOR CALL CENTER, by the following named inventor(s):

- (a) Full Name Raymond G. GOSS
- (b) Full Name Donald Ravenscroft
- (c) Full Name

☒ The entire disclosure of the prior application from which a copy of the oath or declaration is supplied herewith is considered as being part of the disclosure of the accompanying application and is hereby incorporated by reference therein.

☐ This application is being filed by less than all the inventors named in the prior application. In accordance with 37 C.F.R. § 1.63(d)(2), the Commissioner is requested to delete the name(s) of the following person or persons who are not inventors being claimed in this application.

- (a) Full Name
- (b) Full Name
- (c) Full Name

☐ This application is being filed by more than all the inventors named in the prior application. In accordance with 37 C.F.R. § 1.63(d)(2), the Commissioner is requested to add the name(s) of the following person or persons who are inventors being claimed in this application.

- (a) Full Name
- (b) Full Name
- (c) Full Name

Request for Filing Continuation/Divisional Application

Application Serial No. UnassignedAttorney's Docket No. COS-97-080C1

Page 2

1. ☒ Enclosed is a copy of the prior Application No. 09/417,327 as originally filed on October 13, 1999, including copies of the specification, claims, drawings and the executed oath or declaration as filed.
2. ☐ Enclosed is a revised prior application and a copy of the prior executed oath or declaration as filed. No new matter has been added to the revised application.
3. ☐ statement(s) claiming small entity status ☐ are enclosed ☐ were filed in prior Application No. , filed on .
4. ☒ The filing fee is calculated below ☐ and in accordance with the enclosed preliminary amendment:

| CLAIMS | | | | | |
|---|---------------|------------|--------------|-----------|-----------------|
| | NO. OF CLAIMS | | EXTRA CLAIMS | RATE | FEE |
| Basic Application Fee | | | | | \$ 750.00 |
| Total Claims | 1 | MINUS 20 = | 0 | x \$18.00 | 0 |
| Independent Claims | 1 | MINUS 3 = | 0 | x \$84.00 | 0 |
| If multiple dependent claims are presented, add \$280.00 | | | | | |
| Total Application Fee | | | | | \$750.00 |
| If small entity status is claimed, subtract 50% of Total Application Fee | | | | | |
| Add Assignment Recording Fee of <u>\$40.00</u> if Assignment document is enclosed | | | | | |
| TOTAL APPLICATION FEE DUE | | | | | \$750.00 |

5. ☒ Charge \$ 750.00 to Deposit Account No. 13-2491 for the fee due.
6. ☐ A check in the amount of \$ is enclosed for the fee due.
7. ☒ The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§ 1.16, 1.17 and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 13-2491. This paper is submitted in duplicate.
8. ☒ Cancel in this application original claims 2-71 of the prior application before calculating the filing fee. (At least one original independent claim must be retained for filing purposes.)
9. ☒ Amend the specification by inserting before the first line the sentence: - This application is a ☒ continuation, ☐ divisional, of Application No. 09/417,327, filed October 13, 1999, which is a divisional of Application No. 08/976,162 filed November 21, 1997, which is now U.S. Patent No. 6,493,447 issued on December 10, 2002. Both applications 09/417,327 and 08/976,162 are hereby incorporated herein by reference.- -

Request for Filing Continuation/Divisional Application

Application Serial No. Unassigned


Attorney's Docket No. COS-97-080C1

Page 3

10. ☐ Transfer the drawings from the pending prior application to this application and abandon said prior application as of the filing data accorded this application. A duplicate of this paper is enclosed for filing in the prior application file. (May only be used if signed by person authorized under 37 C.F.R. § 1.138 and before payment of issue fee.)
11. ☒ Submission of Formal drawings is enclosed.
12. ☐ Priority of Application No. _ filed on _ in _ (country) is claimed under 35 U.S.C. § 119.
- ☐ The certified copy of the priority application
- ☐ is enclosed
- ☐ was filed on _ in prior Application No. _, filed on
- ☐ has not yet been filed.
13. ☐ A preliminary amendment is enclosed.
14. ☐ An Information Disclosure Statement is enclosed.
15. ☐ A General Authorization for Payment of Fees and Petitions for Extensions of Time is enclosed.
16. ☐ Also enclosed _.
17. ☒ The power of attorney in the prior application is to MCI WorldCom Inc..
- a. ☒ The power appears in the papers in the prior application.
- b. ☐ Since the power does not appear in the original papers, a copy of the power in the prior application is enclosed.
- c. ☐ Recognize as Associate Attorney _.
- d. ☒ Address all future communications to: (May only be completed by applicant, or attorney or agent of record.)

WORLD COM, Inc.
Technology Law Department
1133 19th St., NW
Washington, D.C. 20036

Date: August 27, 2003

By: 
Glenn Snyder
Reg. No. 41,428

ADDRESS OF SIGNATOR:

Harrity & Snyder, L.L.P.
11240 Waples Mill Road
Suite 300
Fairfax, Virginia 22030

- ☐ inventor(s)
- ☐ assignee of complete interest
- ☐ attorney or agent of record
- ☒ filed under 37 C.F.R. § 1.34(a)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

| | | |
|-------------------------------------|---|----------------------------|
| In re Patent Application of |) | |
| |) | |
| Raymond G. GOSS et al. |) | Group Art Unit: Unassigned |
| |) | |
| Application No.: Unassigned |) | Examiner: Unassigned |
| |) | |
| Filed: August 27, 2003 |) | |
| |) | |
| For: CONTACT SERVER FOR CALL CENTER |) | |
| |) | |

SUBMISSION OF FORMAL DRAWINGS

U.S. Patent and Trademark Office
2011 South Clark Place
Customer Window, Mail Stop Patent Application
Crystal Plaza Two, Lobby, Room 1B03
Arlington, Virginia 22202


Sir:

Subject to the approval of the Examiner, please replace the informal drawings with the formal drawings filed herewith. If the formal drawings for any reason are not in full compliance with the pertinent statutes and regulations, please so advise the undersigned.

If any fees are necessary for the submission of these formal drawings, please charge such fees to Deposit Account No. 13-2491.

Respectfully submitted,

HARRITY & SNYDER, L.L.P.

By: 
Glenn Snyder
Reg. No. 41,428

11240 Waples Mill Road
Suite 300
Fairfax, Virginia 22030
(571) 432-0800

Date: August 27, 2003